

AP

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

PATENT

In re application of: Michael Ely et al.

Attorney Docket No.: ASPTP001

Application No.: 10/081,560

Examiner: N/A

Filed: Feb. 20, 2002

Group: 2161

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APR 24 2002

Title: **METHOD AND APPARATUS FOR A BUSINESS
CONTACT CENTER**

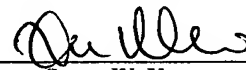
Technology Center 2100

CERTIFICATE FIRST CLASS MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, DC 20231.

Dated: April 17, 2002

Signed: _____


Susan W. Xu

INFORMATION DISCLOSURE STATEMENT
UNDER 37 CFR §§1.56 AND 1.97(c)

Assistant Commissioner for Patents
Washington, DC 20231

Dear Sir:

Listed below or on an attached Form PTO-1449 is information known to applicant(s). A copy of each listed publication and U.S. and foreign patent, except for pending U.S. applications, is being submitted herewith, along with a concise explanation of information in a foreign language, if any, pursuant to 37 C.F.R. §1.97-1.98.

Applicants respectfully request that the listed information be considered by the Examiner and be made of record in the above-identified application. If form PTO-1449 is enclosed, the Examiner is requested to initial and return it in accordance with MPEP §609.

This statement is not intended to represent that a search has been made or that the information cited in the statement is, or is considered to be, material to patentability as defined in §1.56.

This statement qualifies under 37 C.F.R. §1.97, subsection (b) because (check all that apply):

- ☒ (1) It is being filed within 3 months of the application filing date
-- OR --
☐ (2) It is being filed within 3 months of entry of a national stage
-- OR --
☐ (3) It is being filed before the mail date of the first Office Action on the merits.

37 C.F.R. §1.97(c). If this statement is being filed after the latest of: (1) three months beyond the filing date of a national application; (2) three months beyond the date of entry of the national stage as set forth in §1.491 in an international application; or (3) the mailing date of a first Office action on the merits, but before the mailing date of the earlier of a final office action under §1.113 or a notice of allowance under §1.311, then:

a certification as specified in §1.97(e) is provided below; or

a fee of \$180.00 as set forth in §1.17(p) is authorized below, enclosed, or included with the payment of other papers filed together with this statement.

37 C.F.R. §1.97(d). If this statement is being filed after the mailing date of the earlier of a final office action under §1.113 or a notice of allowance under §1.311, but before payment of the issue fee, then:

B. a petition under 37 C.F.R. §1.97(d) requesting consideration of this statement is submitted herewith; and


C. a fee of \$130.00 as set forth in §1.17(i)(1) is authorized below, enclosed, or included with the payment of other papers filed together with this statement.

37 C.F.R. §1.97(e). A statement under this section must state either:

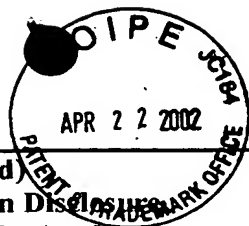
- (1) That each item of information contained in the information disclosure statement was first cited in any communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of the information disclosure statement;

X **Fee Authorization.** The Commissioner is hereby authorized to charge any underpayment of any additional fees or credit any overpayment associated with this communication to Deposit Account No. 50-1338 (Order No. ASPTP001). A duplicate copy of this authorization is enclosed.

Respectfully submitted,
CARY & KELLY, LLP


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|--|------------------|---------------|
| Form 1449 (Modified) Information Disclosure Statement By Applicant (Use Several Sheets if Necessary) | Atty Docket No. | ASPTP001 |
| | Application No.: | 10/981,560 |
| | Applicant: | ELY et al. |
| | Filing Date | Feb. 20, 2002 |
| | Group | 2161 |

U.S. Patent Documents

| Examiner Initial | No. | Patent No. | Date | Patentee | Class | Sub-class | Filing Date |
|------------------|-----|------------|----------|-----------------|-------|-----------|-------------|
| | A | 5,452,348 | 09/19/95 | Adams et al. | | | |
| | B | 5,673,080 | 09/30/97 | Biggs et al. | | | |
| | C | 5,689,553 | 11/18/97 | Ahuja et al. | | | |
| | D | 5,737,321 | 04/07/98 | Takahashi | | | |
| | E | 5,963,547 | 10/05/99 | O'Neil et al. | | | |
| | F | 5,991,276 | 11/23/99 | Yamamoto | | | |
| | G | 6,018,360 | 01/25/00 | Stewart et al. | | | |
| | H | 6,038,302 | 03/14/00 | Burok et al. | | | |
| | I | 6,081,513 | 06/27/00 | Roy | | | |
| | J | 6,192,121 | 02/20/01 | Atkinson et al. | | | |

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Foreign Patent or Published Foreign Patent Application

| Examiner Initial | No. | Document No. | Publication Date | Country or Patent Office | Class | Sub-class | Translation | |
|------------------|-----|-----------------|------------------|--------------------------|-------|-----------|-------------|----|
| | | | | | | | Yes | No |
| | A | WO97/42728 | 11/13/97 | WO | H04L | A2 | | |
| | B | WO98/13974 | 04/02/98 | WO | H04L | A1 | | |
| | C | WO98/13995 | 04/02/98 | WO | H04M | A1 | | |
| | D | WO98/17048 | 04/23/98 | WO | H04M | A1 | | |
| | E | EP 0 817 451 A2 | 01/07/98 | EP | H04M | A2 | | |

Other Documents

| Examiner Initial | No. | Author, Title, Date, Place (e.g. Journal) of Publication |
|------------------|-----|---|
| | A | A DataBeam Corporation White paper, H.323 Version 2.0, A primer on the H.323 Series Standard, Pages 1-16. |
| | B | A DataBeam Corporation White paper, t.120, A Primer on the T.120 Series Standard, pages 1-16. |
| | C | Lucent Technologies, Inc., IP Exchange systems, Bringing Together All Your Communication on a Single Network, October 1998. |
| | D | XP-000777437 Fernand hollevoet, "The Any-Media Call Centre," Brussels, Belgium |
| | E | XP-000784128 Norbert Hahn, "Dialog via Internet Call Center," Berlin |
| Examiner | | Date Considered |

Examiner: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.